

MAIN PROCESSOR SWITCH WARNINGS

The following two warnings describe possible problems and workarounds sites may experience while doing a Main Processor switch:

Warning #1

CAUTION: Normally the VIP will return to operational status after the switch is performed. This can be verified by checking the VIP icon on the CRS Status window and the status on the VIP main menu. However, if the switch takes long enough, the VIP server application will stop and the GUI interface will shut down. In this case, the operator must restart the VIP application from the VIP by clicking on the VIP icon to start the VIP GUI interface. Once the GUI interface has started and the main menu is displayed, the operator must start the VIP server application by clicking “start” on the main VIP menu.

The VIP will application will stop if it is unable to establish a sftp connection to the Master MP. It will try for four minutes before terminating. Normally during the planned MP switches, the four minute timeout will not occur, and the VIP will be operational following the completion of the switch. However, while performing an emergency MP switch as the result of a Master MP failure, if the operator does not recognize the failure immediately and take immediate action, the VIP application could easily go four minutes without establishing a Master MP connection and consequently terminate. In this case, the operator would need to re-start the VIP application as described above.

Warning #2

Normally following a successful MP switch, the CRS application will come back up very quickly (less than a minute). However, in some cases the database verification will initially fail if an incoming VIP message is being processed at exactly the wrong time. This will be indicated by the “bouncing” effect of the CRS status indicator. That is, the arrow will alternate between flashing green up and flashing red down. Also a high priority Alert Monitor message will appear indicating that DB_VV has terminated. Eventually, i.e. after about 5 minutes, CRS will come up successfully and the database problem will be resolved. However, if the “bouncing” continues to occur, it should be assumed that the database is corrupt and steps should be taken to restore it.